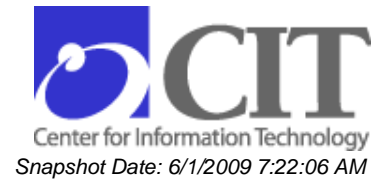


Customer Service Report for DCOB

For the period: Friday, May 01, 2009 12:00:00 AM to Sunday, May 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	DCOB	Web	Other	DCS	DCOB	Other	DCS	DCOB	Other	To Close
ASR											
Colocation-ON	0	0	0	3	0	3	0	0	0	0	0
Other	0	0	0	8	0	7	0	0	1	0	0
Connectivity											
General Info	0	0	0	1	0	0	0	0	1	0	0
Hardware											
Servers/Config/Setup	0	1	0	0	0	0	1	0	0	0	0
Surplus	1	0	0	1	0	1	0	0	1	0	0
NIH Data Center											
Aperture Vista	0	31	0	5	0	16	0	0	20	0	0
Security											
Sanitize	1	0	0	0	0	1	0	0	0	0	0
Telecommunications											
2-Way Radios	0	1	0	0	0	0	1	0	0	0	0
Grand Total:	2	33	0	18	0	28	2	0	23	0	0

Total Tickets Closed:	23
Total Tickets Assigned/Pending/Checked Out:	30
Total Tickets Created:	53